GREENPALM & ZEN MOBILE SERVICE REFERRAL PACK

In-home remedial massage for Support at Home clients

Professional mobile remedial massage support for older clients across the Metropolitan Melbourne area.

Service overview

- Qualified remedial massage therapists
- Pain management focused massage
- Mobile service across the Metropolitan Melbourne area
- Team-based therapist matching where possible

Key details

RATE
$145 per hour

TRAVEL
Travel included

PUBLIC HOLIDAYS
No additional public holiday surcharge

PROVIDER SUPPORT
Direct provider invoicing available

Treatment notes or clinical reports if required

Referral-letter review

Support at Home and transitioned HCP clients

Email: **info@greenpalm.com.au**

Phone: **0450 068 857**

REFERRAL INFORMATION

How to refer a client

Referrals and enquiries can be sent by care agents, providers, clients, or family members.

Who can refer

- Care agents and care managers
- Care agencies and providers
- Clients
- Family members

What details to include

- Client name, suburb, full address, and contact phone
- Pain area, service goal, referral letter, and care plan details where available
- Preferred session length: 1 hour, 90 minutes, or 2 hours
- Invoice contact and provider account details where available

Funding type and classification / level

- Support at Home Classification 1-8
- Transitioned HCP Level 1-4
- Not sure / To be confirmed can be used when the classification is not yet known

Appointment process

1. Referral details or referral letter are received.
2. Client address, needs, and service goals are reviewed.
3. A suitable therapist is matched where possible.
4. The appointment time is arranged with the client.
5. Treatment notes or clinical reports can be provided if required.

Cancellation policy

Please provide at least 24 hours' notice for cancellations or appointment changes. Less than 24 hours' notice may incur an $80 cancellation fee.

Send a referral enquiry

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